Countries around the world are increasingly impacted by the novel Coronavirus (COVID-19). The safety and health of our partners and their families including financial service providers, their clients, certification bodies and consultants is our priority. In order to minimize the spread of the virus the Client Protection Certification program will temporarily adapt its way of working. The following changes will go into effect April 20th 2020:

- **Extension of Client Protection Certification Validity**: Financial service providers (FSPs) that are currently certified and approaching a surveillance audit or a renewal will receive an additional 6 months to complete this before their certificate is removed. We strongly recommend that all in-person surveillance audit or renewals scheduled between now and July 30th be conducted remotely by the Certification Body. If however they are conducted in-person the CB complies with, and documents compliance with, all local COVID-19 restrictions in place.

- **Extension of Progress Phase for New Certification Missions**: For any ongoing new Certification Missions that are under review or in the middle of the progress phase, the FSP can receive an additional 3 months to fix any gaps before the mission is closed. This makes a total of 7 months for a progress phase.

- **Recommended postponement of all new in-person certification missions**: Given the fluidity of the situation, we strongly recommend that all in-person certification audits for new organizations scheduled between now and July 30, 2020 be postponed until a later date. If however, they are conducted in person the CB complies, and documents compliance with, all local COVID-19 restrictions in place.

This crisis is unprecedented and has upended many activities, and we thank you for your understanding.

We are available for any questions or concerns. We will review this policy at the end of June 2020.

Best regards,

Isabelle Barrès & Alexandra Rizzi

Smart Campaign Global Director & Accreditation Manager